

Measuring Our Success

**Missouri Department of Economic Development
DIVISION OF WORKFORCE DEVELOPMENT**



February 2003

The Vision

A skilled workforce for today's jobs and tomorrow's careers.

The Mission

The mission of the Missouri Division of Workforce Development is to foster a skilled workforce to increase Missouri's economic growth by serving businesses and empowering job seekers through a customer-centered, accountable, streamlined system.

This booklet showcases many successes of the programs and services available through Missouri's Workforce Development system to employers and job seekers during Fiscal Year 2002.

Missouri Department of Economic Development
DIVISION OF WORKFORCE DEVELOPMENT

Joe Driskill, Department Director
Rick Beasley, Division Director

The Division of Workforce Development is committed to providing a skilled workforce for today's jobs and tomorrow's careers. We provide excellent workforce services to all Missourians to build skill sets and workplace capabilities demanded by employers. Missouri's system is built around three critical elements:

Customer-Centered

In order to deliver better services for users of our system, workforce solicits feedback on customer needs. This feedback is used to redesign existing products and develop new ones. We continue to pursue innovative ways to capture the voice of the customer.

Accountable

The Workforce Development System is performance-driven graded on outcomes with awards for excellent performance and consequences for failing to meet objectives. This necessitates the continuous improvement of our processes and services. In addition to federally-mandated accountability measures, Missouri has developed innovative performance measures linked to our strategic plan that gauge our progress at providing optimal outcomes for our customers.

Streamlined

Taxpayers demand a system that is efficient as well as effective. Recently, teams have been chartered to design processes that reduce duplication and eliminate unproductive time and resources. The System is committed to continually looking for ways to streamline our activities for better results.



Workforce Development is an Economic Tool

Missouri's workforce development system is creating a quality workforce for approximately \$133 per customer

The economic security of Missourians has proven successful through Missouri's workforce development system. Missouri's system is designed to provide customers with many resources to assist them with finding jobs, accessing job training programs, pursuing new career opportunities and helping employers find qualified workers

quickly. These services are free-of-charge to all Missourians, but cost the System approximately \$133 for each workforce customer.

July 1, 2001 to June 30, 2002 Cost Per Participant

Division (Sum of All Programs)\$ 133.07

Wagner-Peyser.....\$ 34.40

Workforce Investment Act.....\$ 1,747.31

Veteran Programs\$ 72.80

Job Corps.....\$ 944.82

North American Free Trade Agreement /

Trade Adjustment Assistance\$ 2,345.06

Temporary Assistance for Needy Families ..\$ 327.73

Missouri Employment Training Program.....\$ 148.61

Missouri's workforce customers earn nearly \$12 for every \$1 the System invests in their self-sufficiency

Missouri's workforce development system is an economic tool that provides opportunities for individuals to build financial security for their families. It is proven that within the first nine months after completing services, workforce customers earn twelve times the amount it costs the state to provide the various workforce programs. Missouri's system proves that an investment in these customers is an investment in Missouri's future economy. These workforce programs must be provided in both good and challenging economic times. Building economic security is the key to Missouri's future.

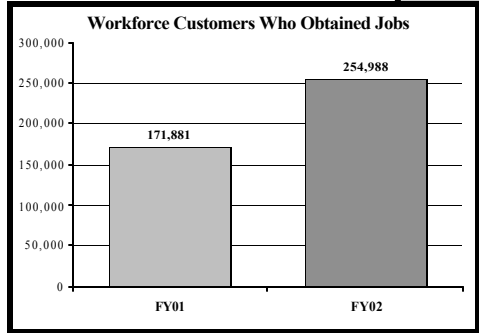
Measuring Our Success



Missourians Obtained Jobs

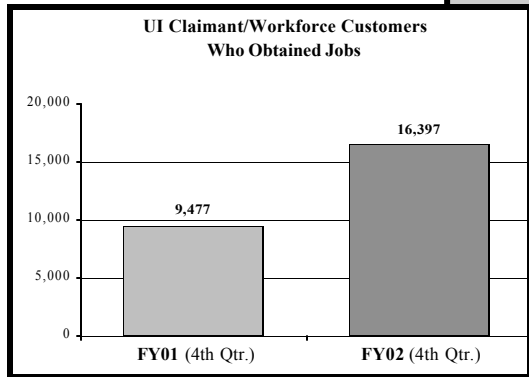
The Division achieved a **48% increase** in the number of individuals who obtained jobs after receiving assistance from Missouri's workforce development system.

- **254,988** individuals were successfully placed in jobs
- **68%** of the individuals served by Missouri's workforce system obtained jobs



The Division achieved a **73% increase** in the number of unemployment insurance (UI) claimants who obtained jobs after receiving assistance from Missouri's workforce development system.

- **16,397** UI claimants successfully placed in jobs in quarter four of FY02



The Division achieved a **9% increase** in the number of unemployed workforce customers who obtained jobs after receiving assistance from Missouri's workforce development system.

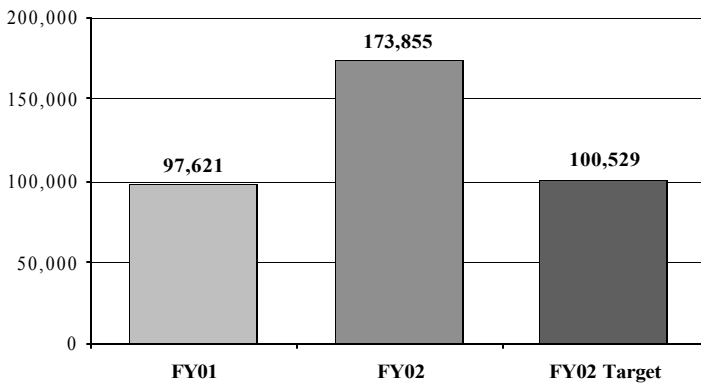
- **Achieved 99%** of target
- **103,545** unemployed customers were successfully placed in jobs



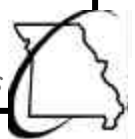
Missourians Retained Jobs

The Division had a **78% increase** in the number of workforce customers who were still employed at 12 months after receiving assistance from Missouri's workforce development system.

Workforce Customers Who Were Still Employed
at 12 Months After Receiving Assistance



- **Reached 173%** of target
- **173,855** clients with successful employment retention

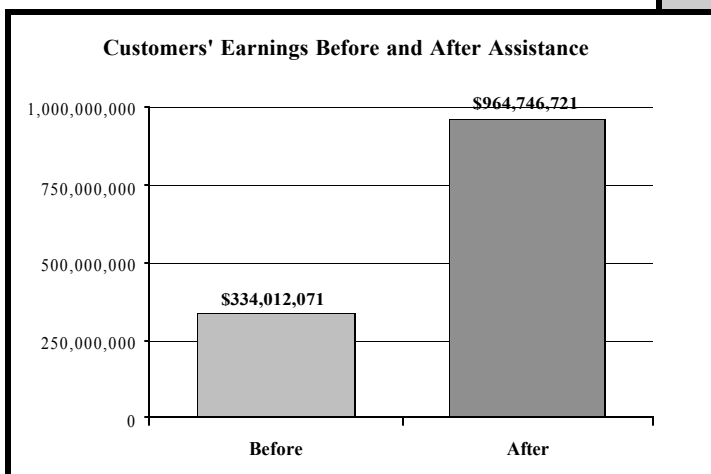
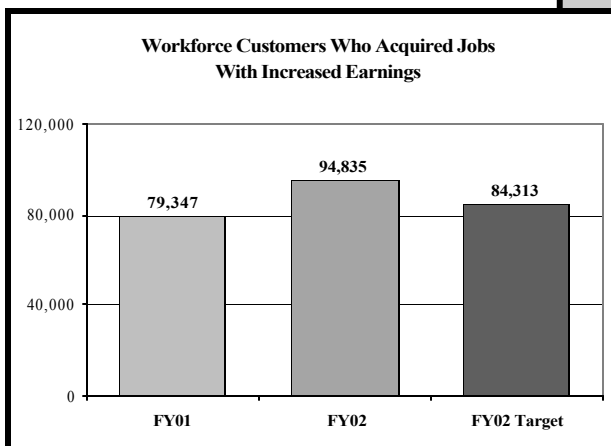


Missourians Acquired Higher Wage Jobs

The Division attained a **20% increase** in the number of customers who increased their earnings after receiving assistance from Missouri's workforce development system.

- **94,835** customers received an average **\$6,651** increase in their annual earnings

- **Reached 112%** of target



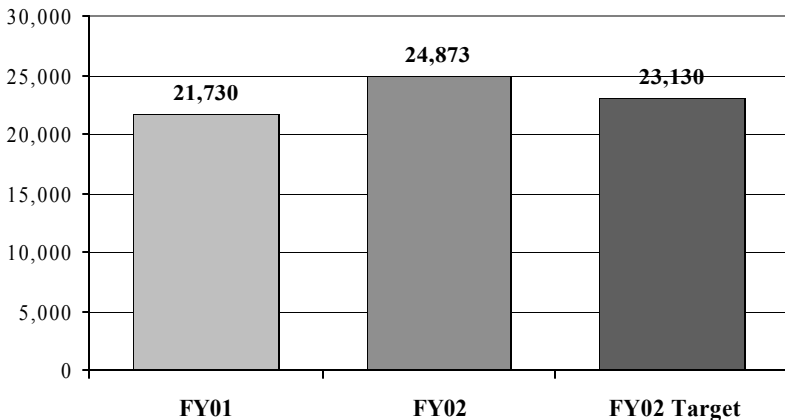
The increased earnings from these customers added **\$630,734,650** to Missouri's economy.



Missourians Gained Self-Sufficiency

The Division achieved a *14% increase* in the number of customers who moved from below the poverty line to above the poverty line after receiving assistance from Missouri's workforce development system.

**Workforce Customers Who Moved From
Below to Above the Poverty Line**

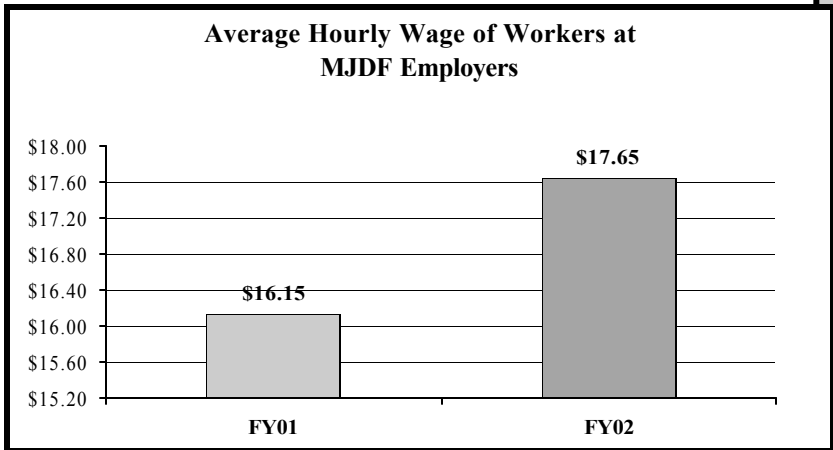


- *Achieved 108%* of target
- **24,873** clients successfully moved out of poverty



Competitive Employers

- **\$1,741,884,497** was generated in capital investment by Missouri employers who received training assistance through the Missouri Job Development Fund (MJDF).
- Through skills upgrades from employers receiving assistance through the MJDF, **20,944** workers are now at a wage higher.



These workers are now earning an average of **\$17.65** per hour-*more than \$1 higher* than last year's average.



Organizational Strategies to Improve Performance

The Division of Workforce Development's continuous improvement efforts for FY 2003 include:

1. Increasing the quality of services provided to Missouri businesses through Division of Workforce Development programs and services.

Outcome Measures:

- Increase the number of *high wage jobs* created in Missouri by firms.
- Increase the number of dollars *invested* in Missouri by firms.

2. Increasing career placements of Unemployment Insurance, Temporary Assistance for Needy Families and Veteran customers through Division of Workforce Development programs and services.

Outcome Measures:

- Increase the number of *people who get a job*.
- Increase the number of *unemployed* people who get a job.
- Increase the number of *Unemployment Insurance Claimants* who get a job.
- Increase the number of people employed after exit who are still employed at *6 months*.
- Increase the number of people employed after exit who are still employed at *12 months*.
- Increase the number of people who get a job with *increased earnings*.
- Increase the number of people who move from below the poverty line to *above the poverty line*.

3. Increasing capabilities to consolidate workforce systems and improve customer service through Division of Workforce Development program and services.

Outcome Measure:

- Improve Customer Satisfaction Indicators.

Measuring Our Success





Visit our web site at www.greathires.org.

Missouri Department of Economic Development
DIVISION OF WORKFORCE DEVELOPMENT

421 East Dunklin
P.O. Box 1087
Jefferson City, Missouri 65102-1087
(573) 751-3999